



WEBSITE CARE PLANS

Inclusions with our
SP Hosting & Support Plans

INTRODUCTION

If you own or manage a website, you know how much work goes into keeping it up-to-date and running smoothly.

A website care plan can help take some of that burden off your shoulders, allowing you to focus on what you do best - running your business!

At its core, a website care plan is designed to provide ongoing support and maintenance for your website. This can include everything from regular updates and security checks to content management and performance optimisation.

By investing in a website care plan, you can ensure that your site is always up-to-date, secure, and performing at its best.





SP LIVE

HOSTING ONLY SOLUTION

- Australian Data Center
- SSL Certificate
- Unlimited Bandwidth
- cPanel Control Panel
- One-Click Installers
- Periodic Backups



SP MANAGED

BASIC PROFESSIONAL WEBSITES

- All features of SP live
- Wordpress Core and plugin updates
- Daily Website Backups
- Analytics
- Pro Active Checkins



SP GROW

GROWING BUSINESS WEBSITES

- All features of SP Managed
- 1 hour of website work per month
- Rollover hours maximum 3 months
- Pro Active Checkins

SP ACTIVE



**Small
e-commerce Shops**



**Membership
Websites**



**e-Learning
Websites**

- All features of SP Grow
- e-Commerce Support
- Hourly Website and Database backups
- 4 hours of website work per month
- After hours emergency support
- Rollover hours maximum 3 months
- Pro Active Checkins



SP PRO



**Large
e-commerce Shops**



**Complex
Membership Websites**



**Large e-Learning
Websites**

- All features of SP Active
- e-Commerce Support
- 10 hours of website work per month
- Rollover hours maximum 3 months
- Pro Active Checkins



SP CUSTOM

For websites needing a unique and custom solution

Plans customised to your exact needs



WE CAN ASSIST WITH

Although not exhaustive, here's a list of the sort of tasks we may be able to help you with.

- Content Updates
- Design Updates
- General Site Changes
- Website Maintenance
- Speed Optimisation
- Technical Issues
- Marketing
- Onsite SEO
- Integrations with 3rd party systems
- Hosting and Domains



CONTENT UPDATES



CONTENT UPDATES

- Add Testimonials or Case Studies
- Adding a blog post
- Changing some content on your pages
- Updating your address or contact details
- Adding new website pages (using existing templates)
- Changing or editing images

DESIGN UPDATES



DESIGN UPDATES

- Design Tweaks
- Changing WordPress header, footer or sidebar graphics
- Image enhancement for faster page loading
- Tweaking theme colour schemes

GENERAL SITE CHANGES

SOME EXAMPLES

- Update Homepage Hero Banner
- Create Engaging Blog Posts
- Restructure menu
- Remove or Update footer links
- Minor WordPress theme changes (basic font change, colour change etc)
- Add Image Galleries or Sliders
- Add new features - CTA's, Popups etc
- Integrate Videos
- Implement Testimonials Section
- Update Call-to-Action Buttons
- Personalise Content with Dynamic Content Blocks
- Add Social Proof
- Update FAQs Section
- Enhance Contact Forms

WEBSITE MAINTENANCE



TECHNOLOGY UPDATES

- Monthly Scheduled updates to the WordPress core (If an update is available)
- Monthly Scheduled updates to all active Plugins (if an update is available)

SPEED OPTIMISATION



SPEED AND PERFORMANCE

- Tweaking the site to make the pages load faster
- Compress Images
- Assess site for any issues on request
- Address the cause of the above issues (Depending on the details this may take longer to complete and may need to be quoted)



TECHNICAL ISSUES

- Installing or uninstalling WordPress plugins
- Installing Google Analytics and other statistics modules
- Integrating Google Reviews widget to your site
- Setup & configure fundamental website security
- Installation and Configuration of simple plugins
- Troubleshoot Plugin, WordPress and Database Errors
- Troubleshoot WordPress Compatibility Issues
- Cross Browser compatibility issues
- Solution for improperly embedded code, iframe and APIs.
- Issues with Contact Forms, Member Sign-ups and Logins

MARKETING

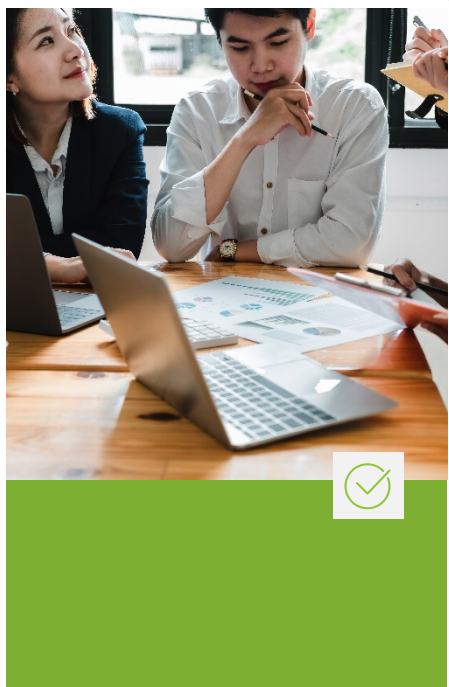
- Installing Facebook or other Tracking Pixels on the sites
- Basic Email marketing Integrations
- Adding a Facebook feed to your Home page
- Adding Facebook, Instagram and Twitter Links to your web site



ONSITE SEO

- Setup Page Titles and Meta Descriptions
- Install Yoast SEO
- Performing basic onsite search engine optimisation on your WordPress site

INTEGRATIONS WITH 3RD PARTY SYSTEMS



- MailChimp
- Hubspot
- SalesForce
- Active Campaign
- CRM Platforms
- Social Media Platforms
- Payment Gateways
- ... and more

HOSTING & DOMAINS



- Setting up sub-domains
- Backing up your WordPress website
- Restoring Backups (in the event of a major error)

HOURLY LIMITS

Our website care plans come with hourly limits to ensure that our team is able to complete all necessary tasks within a reasonable timeframe.



These limits are based on the level of plan you choose, and can range from 1 to 10 hours per month.



It's important to note that these limits may impact the types of work we're able to complete for your website.



For example, if you have a lot of updates or maintenance needs, it may require more hours than what's included in your plan.



However, we always communicate with our clients before exceeding the hourly limit, and provide options for additional hours if needed.



TIMING GUIDELINES

- We ask that all requests are logged one at a time via email.
- We will only work on 1 task at a time.
- Once completed we will start with your next task.
- All task time limits are dependent on the time allocation you have available.
- Any larger tasks or projects will need to be quoted on a time & materials basis.





EXCLUSIONS

While our website care plans cover a wide range of services, it's important to note that major redesigns or new feature development are typically not included.

These types of projects require a significant amount of time and resources, and may require additional fees outside of the scope of our care plans.

However, we strive to be transparent with our clients about what they can expect from our services, and will always communicate clearly about any additional fees or charges that may be required for certain projects.

Our goal is to provide high-quality, reliable website support that meets the specific needs of each individual client.

SOME EXAMPLES OF PAID ACTIVITIES

- Tasks taking longer than the specified plan allowance to complete (your Support Manager will consult with you first)
- Setup and configure advanced website security
- Configuration of Complex Plugins
- Setting up a WooCommerce Store
- Complex Forms with payment integrations
- Complex Forms with further backend functionality
- New Landing Pages not based on existing page template
- New Product Pages not based on existing product template
- Fixing complex layout and functionality
- New WordPress installation – blog setup, layout configuration
- WP site backup & migration from one server to another
- WordPress installation – theme demo import and demo setup
- Setting up a new Memberships system within the existing site.
- Resolution of errors resulting from plugins being installed by clients that break the website
- Plugin license costs

Discount Rate Available

Available for SP Grow, Pro and Active Only

\$195 + GST per hour*



CONCLUSION

In conclusion, website care plans are an essential investment for any business looking to maintain a strong online presence.

By outsourcing the regular maintenance and updates of your website, you can free up time to focus on other aspects of your business.

